

Section J, Attachment A-4
Performance Requirements Summary (PRS)

The Contract Requirements listed in the attached PRS summarize specific firm fixed price tasks, which are to be performed under this contract. The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. **Performance Objectives.** The performance objective is the task/services required in accordance with the SOW. These are the PRS requirements the government will use to measure performance. The absence of any contract requirement from the PRS shall not detract from it enforceability nor limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled " Inspection of Services".
- B. **Summary of Services.** A series of subtasks associated with each particular Contract Requirement are listed under this column in the PRS. The summary of services are typically specified in terms of performance, work to be accomplished, and the preparation/submittal of documentation.
- C. **Performance Threshold.** The performance threshold defines the specific standard or level of performance expectation for each listed required service. The value is specified as a percentage of performance measured into one or all of the following categories: Effectiveness, Efficiency, Quality, Timeliness, Productivity, and Safety. The percentages are based on judgment, taking into account both the costs incurred by the Contractor in carrying out a particular required service, and the detriment to the Government if the work is not satisfied.

Performance Category:
SUPPLY MANAGEMENT

Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Program and Standby Stock - Section 4.1.1	Database Control a. Test all changes and enhancements prior to implementation.	100% Compliance	Unscheduled surveillance. Random reviews
Program and Standby Stock - Section 4.1.1	a. Manage program stock and standby stock in accordance with local, Federal, and State requirements.	Maintain overall rate of 95% timeliness, accuracy and quality	Meetings, review of logs, reports. Random review of documentation.
Program and Standby Stock - Section 4.1.1	The contractor shall conduct inventory of program and standby stock.	Maintain 95% overall compliance	Review logs and reports.
a. Inventory maintenance b. Inventory accuracy	Inventory Management a. Inventory maintenance is performed with applicable guides and regulations. b. Inventory accuracy is maintained in accordance with NPG 4100.	100% Inventory accomplished Accuracy greater than 98%.	Monthly reports. Random Sampling
Program and Standby Stock - Section 4.1.1	Program and Standby Stock a. Maintain established ARC store stock cataloging IAW with applicable guides.	Maintain overall performance of 98%	Random reviews.
Documentation and Reports			
Program and Standby Stock - Section 4.1.1	Shelf-life Assessment Report a. Shelf life material stored shall have current shelf life date.	Maintain overall rate of 98% timeliness, accuracy, and quality	Random reviews sampling.

Performance Category:
EQUIPMENT MANAGEMENT SUPPORT

Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Equipment Management Support - Section 4.2.	Property Management Program- PMP a. Develop and submit a PMP within 30 days of performance periods	100% compliance	Review by COTR
Property Custodian - Section 4.2.1	NASA – IAM PP&E Database a. Discrepancies resolved within 5 workdays of discovery	Maintain overall accuracy of 95%	Review logs, and reports. Random check of documents.
Property Custodian Support - Section 4.2.1	Equipment Control Numbers a. Adjustments are reflected within 5 working days		
Property Custodian Support - Section 4.2.1	a. Decal all new items that are received within 10 working days	Maintain overall 95 of 100% accuracy	Random surveillance.
Property Custodian Support - Section 4.2.1	User training a. Complete annual user validation	100% compliance	Random surveillance.

Performance Category:
EQUIPMENT MANAGEMENT SUPPORT (CON'T)

Physical Inventory Support - Section 4.2.2	Physical Inventory Schedule a. Triennially: 100% wall-to-wall; Annually: 20% Sensitive Item; and Annually:100% Capital Equipment (annually) c. Develop, maintain, and submit a physical inventory.	100% inventory is accomplished within schedule	Continuous review of schedule and documents Review files, logs documents
Physical Inventory Support - Section 4.2.2	User validation a. Conduct annual user training	100% verification	
Physical Inventory Support - Section 4.2.2	Loan Program a. Track, inventory and manage all property IAW NPG 4200 series for this program.	100% verification annually	

Performance Category:
DISPOSAL MANAGEMENT SERVICES

Excess Property Receiving, Staging and Warehousing - Section 4.3.1	Controlled excess property for disposal.	Maintain an overall performance of 95%	Random review of logs registers and reports.
	a. Controlled excess has proper documentation and is picked-up and transported within 48 hours of receipt of excess property Excess ADP turn-in for disposal is software/excess data free. b. ADP equipment is software and data free IAW APD 2210.A	Maintain overall performance of 95% Maintain accuracy of 100% of the ten sampled each month	Random sampling monthly.
Excess Property Donation Support - Section 4.3.2	Web-Site Maintenance for DSPL a. Update information in database every 7 days.	Maintain overall performance of 95%	Random reviews.
Excess Property Donation Support - Section 4.3.2	Warehouse and Custodial Management a. Provide storage support for materials, supplies and equipment in various locations. Re-warehousing to include removing racks and reconstructing in applicable locations.	Maintain overall performance of 95%	Walk-Thru's Review reports.
Excess Property Donation Support - Section 4.3.2	1. An on-going inventory log of equipment donated to schools and transfers to other Agencies is maintained	Maintain 98% overall effectiveness and timeliness	Review logs, registers, and documents.
Disposal of Scrap - Section 4.3.4	a. Complete the disposal of scrap within 2 weeks	Maintain overall performance of 95%	Review logs, registers, and documents
Sale/Exchange - Section 4.3.5	a. Process exchange, sale or trade-in within 1 week.	Maintain overall performance of 95%	Review logs, documents and registers.

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Performance Category:
JANITORIAL SERVICES

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Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Standard Services (3 time per week) - Section 4.4.1	a. Empty all wastebaskets, including wet trash in break rooms b. Remove and dispose all trash items and empty into designated refuse bins located outside the building c. Wash and disinfect trash can if soiled and replace liners d. Keep the area around waste receptacles clean of all debris		Random Checks. Customer Survey. Review documents, logs, registers
Weekly-Services- Section 4.4.2	a. Vacuum or sweep all entrance mats to buildings; wet-mop hallways and stairs b. Sweep and damp-mop elevator floors and door tracks c. Sweep and remove debris at all entryways and landings, both inside and outside the buildings d. Empty cigarette urns of cigarette butts and all debris e. Clean and disinfect all drinking fountains.	100% compliance overall Maintain overall efficiency and quality of 95%	Random Checks. Customer Survey. Review documents, logs, registers
Bi-weekly (every other week) - Section 4.4.3	a. Damp mop laboratories, computer rooms (excluding below raised floor tiles), and offices with hard floor surfaces b. Vacuum all carpeted areas; and clean entry door glass	100% compliance	Random Checks. Customer Survey. Review documents, logs, registers
Quarterly (every 3 months - Section 4.4.4	1. Clean rugs at the building entrance foyer)	Maintain overall efficiency and quality of 98%	
Standard (daily) restrooms and showers- Section 4.4.5	a. Wet mop and disinfect floors b. Refill all dispensers (soap, towels, toilet paper, etc., excluding tampons); clean and disinfect all fixtures (toilets, urinals, sinks, etc.) c. Clean and remove stains from exposed and hidden surfaces stains, encrustation, and water rings	Maintain overall efficiency and quality of 95% 100% compliance	Random Checks. Customer Survey. Review documents, logs,

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	<p>d. Clean and disinfect mirrors and mirror framing, walls, partitions, doors, and showers, including trims, framings, kickplates, etc</p> <p>e. Empty waste containers and pick up debris in area.</p>		registers
Special Services - Section 4.4.6	a. Conduct special services as stated in the SOW	100% Compliance	Random Check
Weekly Floor Drains - PM Section 4.4.7	1. Perform weekly PM on floor drains	100% compliance	Random Check.
Documentation Reports Monthly Janitorial Report - Section 4.4	1. Janitorial report is completed and accurate within established timeframes.	100% compliance	Monthly report.

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Performance Category
REFUSE COLLECTION SERVICES

Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Refuse and Recyclable Materials Collection, Removal and Disposal - Section 4.5.1	Scheduled Operations a. Empty bins and clean area adjacent to behind or underneath the bin. (15 ft radius) b. Timely scheduling and pickup for all bins c. Maintain bins and containers in good working condition and good appearance	100% compliance for all areas of this requirement	. Random Check. Customer survey.
Refuse and Recyclable Materials Collection, Removal and Disposal - Section 4.5.1	Furnishment of refuse Bins- Industrial and Housing a. Furnishment of bins b. Visual condition and appearance c. Bin Lids d. Identification lettering visible e. Replacement when needed. f. Special handling of bins at Bldg 3,235, and 943 IAW SOW	Maintain 98% timeliness, quality and efficiency	Random Check
Refuse and Recyclable Materials Collection, Removal and Disposal - Section 4.5.1	Refuse Disposal a. Dispose of garbage in accordance with state local and government regulations, on and off government property where applicable.	100% compliance	Random Check.
Refuse and Recyclable Materials Collection, Removal and Disposal - Section 4.5.1	Refuse Disposal Monthly Report a. Prepare and submit a refuse report 5 working days after end of month	Maintain 98% compliance	Output document

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Performance Category
RECYCLING PROGRAM

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Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Recycling Program Section 4.5.2	a. Establish, maintain and execute a recycling program b. Provide ARC recycling information by means of flyer, newspaper article, e-mail etc.	100% compliance Maintain overall efficiency and quality of 95%	Monthly surveillance and customer surveys
Recycling Program - Section 4.5. 2	Recycle Monthly Report a. Prepare and submit report within established time frames	100% compliance	Monthly reports

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Performance Category
SHIPPING, RECEIVING MAIL SERVICE CENTER AND RE-DISTRIBUTION

Required Service	Summary of Service	Performance	Method of
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		Threshold	Surveillance
Shipping, Receiving, Mail Service Center and Re-Distribution Section 4.6	<p>Safety and Security</p> <p>a. Follow regulations and procedures applicable to mail-handling. Initiate local procedures when necessary.</p>	<p>98% of shipment documentation is prepared and processed correctly and on time.</p> <p>100% compliance</p>	<p>Random Checks.</p> <p>Review documentation</p> <p>Review logs books.</p>
Outbound Shipments and Mail Services - Section 4.6.1	<p>Shipping and Mail Schedule</p> <p>a. Property is prepared and scheduled for shipment utilizing procedures and guidelines and other regulations stated in the SOW.</p> <p>b. All priority outbound received by 11:00am processed the same day.</p> <p>c. Routing shipments shall be processed within 2 days of receipt</p> <p>d. Process all outbound shipments/mail within one (1) workday</p> <p>e. Deliver all overnight mail/parcels within two (2) hours of receipt</p> <p>f. Pick-up, deliver and distribute mail to U.S Post Office and Moffett Field designated mail stops once a day (Monday thru Friday.</p>	<p>100% compliance</p>	<p>Random Check Meetings</p>
Outbound Shipment and Mail Services Section 4.6.1	<p>Packing</p> <p>a. HAZMAT items are packed, marked and labeled IAW regulations and procedures.</p> <p>b. All other items are packed, marked and labeled IAW regulations and procedures.</p>	<p>100% compliance</p>	<p>100% inspection</p>
Incoming Mail, Shipment Receiving , Re-Distribution Section 4.6.2	<p>Hazardous Material Handling</p> <p>a. Proper handling, storage, inventory, distribution, and clean-up IAW applicable regulations</p>	<p>100% Compliance</p>	<p>Review log, random sampling.</p>
Incoming Mail, Shipment Receiving , Re-Distribution Section 4.6.2	<p>Hazardous Material Safety Data Sheets.</p> <p>a. Ensure receipt of all applicable MSDS and update the central file accordingly</p>	<p>100% Compliance</p>	<p>Review database.</p>
Incoming Mail, Shipment	<p>Gas Cylinders/ Dewars</p> <p>a. Manage, and control all gas</p>	<p>Maintain overall performance of 95%</p>	<p>Review documents,</p>

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Receiving , Re-Distribution Section 4.6.2	cylinders/Dewars in accordance with applicable guides.		logs, and reports.
Incoming Mail, Shipment Receiving , Re-Distribution Section 4.6.2	Receiving a. Receive and process all mail, incoming shipments of materials/equipment b. Sort, process, inbound/outbound mail/parcels received. X-ray all inbound within 8 hours c. Drop ship all shipments at other buildings and warehousing d. Receipt, inspection, tagging, and paperwork processing is completed within 4 workdays of delivery of receipt	Maintain overall 98% performance	Random check. Check Logbooks.
Record Maintenance Section 4.6.3	Freight Bills a. Prepare and process freight bills IAW SOW.		

Performance Category

SHIPPING, RECEIVING MAIL SERVICE CENTER AND RE-DISTRIBUTION(CON'T)

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Record Maintenance Section 4.6.3	Rejection Disposition Reports (R&D) a. Reports of Discrepancy process within 36 hours of receipt	Maintain overall 98% overall performance	Random reviews. Check Log books
Documentation Reports Record Maintenance Section 4.6.3	Postal Charge Report a. Report to HQ's, which includes mail processing/ meter activity, mail center activity and permit mailings. Due on 7th working day after end of quarter b. Reconciliation Weekly Report Report to the Transportation Office and Finance Office/Accounts Payable electronically, which will include valid accounting codes (WBS) to charge back organization for utilizing common carrier services. Due every Friday.	95% compliance 95% compliance	Review of deliverable Review of deliverable

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Performance Category
FLEET MANAGEMENT

Required Service	Summary of Service	Performance	Method of
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		Threshold	Surveillance
Vehicle/Equipment Maintenance Support - Section 4.7.1	Preventive Maintenance a. Preventive maintenance is performed in accordance with the preventive maintenance schedule on all equipment listed.	98% on timeliness and accuracy with the schedule.	Monthly check
Vehicle/Equipment Maintenance Support - Section 4.7.1	Schedule Maintenance and replacement standards. a. Schedule for annual motor vehicle preventive maintenance is developed and performed.	Maintain 95% accuracy and timeliness	Review logs and schedule.
Vehicle/Equipment Maintenance Support - Section 4.7.1	Maintenance and Repair a. Ensure vehicles and equipment are safety inspected, maintained, repaired and overhauled IAW applicable guidance, regulations, and VPP requirements. b. Diagnostic Review process/checklist is done on each vehicle being maintained	100% compliance	Review logs, schedule and reports.
GSA Support Section 4.7.1	a. Provide GSA support as described in SOW.	Maintain overall 98% compliance	Customer Survey. Check Monthly reports.
Database Systems Section 4.7.5	a. Fleet Management databases will be backed up daily	Maintain overall 95% accuracy of all databases	Monthly Reports. Random Checks.
Dispatching Services Section 4.7.6	a. Vehicles and equipment issued to customers shall be inspected prior to driving.	100% compliance	Random Checks.

Performance Category
FLEET MANAGEMENT (CON'T)

Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Documentation and Reports			
Fleet Management Services Section 4.7	Vehicle Productivity Report a. Report due on the 3rd business day of the month	98% accuracy and timeliness	Review reports, logs, documents
Vehicle/Equipment Maintenance Support - Section 4.7.1	Equipment Operations Certificated a. Provide copies of all required equipment certifications 1 week following completion.	98% compliance	Review reports, documents
Vehicle/Equipment Maintenance Support - Section 4.7.1	GSA Mileage Report a. Monthly input into web base and hard copy provided to government	98% accuracy and timeliness	Review reports, logs, documents
Vehicle/Equipment Maintenance Support - Section 4.7.1	Fuel, Smog and Smoke Test a. Due on 30 Dec to Bureau of Automotive Repair Fleet Operations Unit and government	100% compliance	Review reports, logs documents
Vehicle/Equipment Maintenance Support - Section 4.7.1	Motor Vehicle cost per mile report a. Prepare and submit IAW NPD 6001., due NLT 20 th day following each quarter	Maintain 98% overall compliance	Review reports, logs, documents
Vehicle/Equipment Maintenance Support - Section 4.7.1	Vehicle Inspection report a. Show vehicle inspected during this report period, due the 1st business day of the month	Maintain 98% overall	Review reports, logs, documents
Date Base Maintenance Section 4.7.5	Federal Automotive Statistical Tool (FAST) Report a. Complete and submit report IAW SOW	Maintain 95% overall compliance	Review reports, logs, documents
Date Base Maintenance- Section 4.7.5	Fuel Usage Report a. Prepare and submit report, due 10th working day of the month	Maintain over 95% overall compliance	Review reports, logs, documents

Performance Category
AMES COMMUTE ALTERNATIVE PROGRAM (ACAP) SUPPORT

Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Ames Commute Alternative Program (ACAP) Program - Section 4.7.7	ACAP Usage Report a. Prepare and submit report IAW SOW	Maintain 95% overall compliance	Review reports, logs, document
Shuttle Services Section 4.7.7.1	ACAP Bus Service a. Provide customers with bus services to and from established locations following government-established schedule.	100% compliance	Monthly checks. Customer surveys

Performance Category:
INDUSTRIAL PROPERTY SUPPORT

Required Service	Summary of Service	Performance Threshold	Method of Surveillance
Industrial Property Section 4.8	Database Control a. The data in NIPMIS/NESS is maintained accurately and matches the sources documents.	Maintain an overall accuracy of 98%	Daily, weekly monthly reviews
Industrial Property Section 4.8	NF1018 and annual/Final Inventories a. Collect and submit NF1018's entered into the NASA Electronic Submission System (NIPMIS/NESS)	Maintain an overall accuracy of 98%	Daily, weekly monthly reviews
Industrial Property Section 4.8	Summaries of Property control System Analyses (PCSA) a. Obtain, review and enter into NIPMIS all required annual summaries of PCSA or written waivers	Maintain an overall accuracy of 98%	Daily, weekly monthly reviews
Industrial Property Section 4.8	Oversight of Property Management under Off-site Contracts, Grants and cooperative Agreements a. Coordinate with cognizant personnel for compliance with applicable regulations	Maintain 97% timeliness, quality and efficiency	Random Checks
Industrial Property Section 4.8	Property Closeouts a. Process all contracts, grants and cooperative agreements in accordance with applicable regulations and guidance documentation	Maintain 97% timeliness, quality and efficiency	Random Checks

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